

## **COMPLAINTS ABOUT ACCESS SERVICES – HOW THE PROCESS WORKS**

This document provides information on how the complaints process will work and the responsibilities of the complainant, broadcaster and platform provider.

### **Submitting a Complaint**

If a viewer wishes to submit a complaint about the quality of subtitles on programmes broadcast on channels covered under the Access Rules, they can do this in a number of ways:

- Fill in the *Complaints About Access Services* document which will be available for download on the BAI website at [BAI Access Rules](#), on the website of the relevant broadcaster, or through a representative organisation such as Chime or the Irish Deaf Society and submit to the relevant broadcaster.
- Contact a representative organisation such as Chime or the Irish Deaf Society and ask them to fill in the form on your behalf, or
- Contact the broadcaster directly and they will take the relevant details from you.

### **Accurate Information**

Broadcasters aim to provide accurate subtitles at all times, however, technical and man-made errors do occur. In order to give broadcasters the best opportunity to find the reason for poor quality subtitles it is important that they get as much information as possible from the viewer.

It is therefore very important that the viewer provides as much accurate information as possible via the complaints document about what programme they watched, when they watched it and how they watched it.

### **Finding and Solving the Problem**

Broadcasters will use the information they receive from the viewer to try and find out why the subtitles were not present, or why they were of poor quality. Broadcasters will work with platform providers to identify the reason for the poor quality subtitles and try to ensure that it doesn't happen again.

Broadcasters and platform providers will also work together to identify any trends in the issues identified. This should, over time, lead to better quality and more reliable subtitles for the viewer.

### **Informing the Viewer**

Broadcasters will keep the viewer informed about the progress of their complaint.

### **BAI Overview**

The BAI will receive regular updates from the broadcasters about the number of complaints, the reasons for the complaints and how the issues are being addressed. The BAI will report back to the UCP on an annual basis regarding the above.